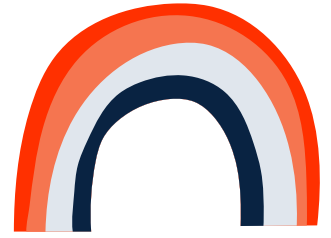


We are working to have you back



Given the current circumstances derived from the COVID-19, we are under the obligation to establish new guidelines in our campsite in order to contain the spread of the virus. All our efforts have been devoted to achieving the safest possible environment for our all guests and staff while maintaining our quality and comfort standards.

In preparing this handbook, Eurocamping has considered the criteria issued by the Spanish Ministry of Health and the ICTE (Institute for Spanish Tourism Quality). This handbook is subject to change depending on the evolution of the COVID-19 crisis.

Please, read this document carefully as it contains the new measures implemented by Eurocamping, without prejudice to the legislation in force, and is designed to minimize the public health risks. By accessing and using the facilities, all guests expressly agree to the compliance of the following guidelines.

Additionally, we would like to inform you that our staff has received specific training in the use of the new equipment and sanitation products and learned a series of measures that they need to follow to carry out their jobs in the safest way. Also, human and material resources (masks, protective screens, gloves, hand sanitizer, etc.) have been supplied in case of an outbreak of COVID-19 within our facilities.

We are glad to welcome you back and we wish you a pleasant stay. We will be happy to help with anything we can.

Eurocamping Team



Main points:



Practice good personal hygiene and wash your hands regularly.



Stop hand shakes and use non-contact greeting methods. Try to reduce physical contact with other people as much as you can.



Maintain at least 2 meters distance from others. Please, wear a mask whenever that is not possible.



Please, contact the administration of the campsite if you have any viral symptoms.

Reception Office

We are committed to:



Reduce the in-person formalities.

To do so, we have implemented the new ***check-in express*** service. Prior to your arrival you will receive an email with instructions to fill in your details online and pay the remaining amount of your invoice, with a credit or debit card.

Throughout your stay, you may also use the ***Eurocamping app***. It will allow you to contact our Guest Care Team in a faster, more effective and safer way. The **app** is available for free on *AppStore* and *GooglePlay*.



Establish a maximum capacity of 5 people inside the Reception Office, in order to maintain a 2 meters distance from others. Also, a protective glass screen will be installed at the counter.



Provide alcohol-based hand sanitizer to both guests and staff.



The correct and constant disinfection of the reception area.

We ask you to:



Always respect the maximum capacity of the facility and maintain a distance of at least 2 meters from others. In order to reduce queues and crowds inside and outside the office only one member of the family/group will be allowed inside.



Use the ***Eurocamping app***, email or telephone to contact our offices, manage your booking or communicate a problem.

Accommodations

We are committed to:



Follow a strict cleaning of our lodgings and accommodations before and after each stay, including an exhaustive sanitation of all surfaces, furniture, kitchen utensils, etc. We will be using sanitizers and virucides approved by the health authorities. You may consult the disinfection protocols at the Reception Office.



Wash all bed linen correctly ($< 60^{\circ}\text{C}$). In order to reduce the risk of infection, the clean linen will be placed in plastic bags inside your lodging.



Provide a bottle of hand sanitizer per accommodation.



Guarantee a safer *checkout* by avoiding crowds in the reception office. To do so, a mailbox will be installed by the exit barrier. You will be able to put your key in it without getting off of your vehicle. Your safety deposit will be reimbursed automatically on your credit/debit card.

We ask you to:



Use the bathroom in your accommodation. The sanitary buildings will be reserved to guests camping on pitches.



Ventilate your accommodation frequently by opening windows or adjusting air conditioning.



In order to maintain a safe distance, guests will need to wait outside the accommodation when a member of the maintenance team is required to access it.

Restaurant

We are committed to:

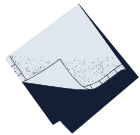


The correct and constant cleaning, sanitation and ventilation of the facility, including:

- all surfaces, door knobs, kitchen, storage rooms and supplies
- silverware, plates, glasses, etc. (these will be washed in a dishwasher at $>80^{\circ}\text{C}$)



Provide alcohol-based hand sanitizer at the entrance of the facility.



Use disposable tablecloths and serviettes. All self-service elements (salt shakers, ketchup bottles, oil cruets, etc.) will be replaced by one-dose envelopes.



Establish an adequate distance between tables and restricting the maximum capacity of the facility, which will be constantly monitored. All staff (waiters and cooks) will be equipped with the required protection materials and will have received specific training.

We ask you to:



Please, wait to be seated in order to make sure your table and chairs have been disinfected.



Read our menu in the ***Eurocamping app***, both in the restaurant and for the takeaway service. You will be able to pick up your order at the *takeaway* counter by the restaurant's main entrance.



Use a credit/debit card or a *contactless* device to pay for your meal. It is recommended to reduce the use of cash as much as possible as it can be a source of infection.

We regret to inform you that:



The bar-cafeteria (by the Reception Office) will remain closed.

Common areas

Fitness Room, Arcade, Euri Club, Baby Club, etc.

We are committed to:



The correct and constant cleaning, sanitation and ventilation of the facilities, including: all surfaces, door knobs, fitness machines, materials, etc.

All fitness machines and materials will be disinfected after each use.



Provide alcohol-based hand sanitizer at the entrance of every facility.



Restrict and monitor the maximum capacity of the facilities in order to maintain a safe distance between users.

We ask you to:



It will be compulsory to wear a mask on the shuttle-train as it will not be possible to maintain a 2 meters distance from others.



Wash your hands or disinfect them with hand sanitizer when entering these facilities where the materials are shared with other guests.

We regret to inform you that:



The indoor playground will remain closed as it can be a possible source of infection and spread of the virus.

Sanitary Buildings

We are committed to:



Install soap and hand sanitizer dispensers as well as paper towels, hand dryers and pedal bins in all toilet buildings.



The correct cleaning and sanitation of the toilet buildings

- In fulfillment of that stipulated in *Order SND/386/2020* of May 3rd, toilets and bathrooms will be cleaned at least 6 times a day.
- Toilet cabins will be cleaned and disinfected after each use.



Restrict the maximum capacity of the facility in order to maintain a 2 meters distance from others, both in bathroom and laundry areas.

We ask you to:



Only use the toilet buildings if you are camping on a pitch, in order to avoid queues and crowds and reduce the risk of infection.



Practice good personal hygiene and wash your hands regularly.



Use the provided products and materials and the facilities responsibly.

Animation

We are committed to:



Offer activities and shows which allow us to monitor the maximum capacity of the area and make it easy to maintain a 2 meters distance from others.



Provide alcohol-based hand sanitizer at the beginning of every activity.



The correct and constant cleaning, sanitation and ventilation of the facilities and materials before and after every session.



Work hard to keep offering you a complete animation program despite the current circumstances.

We ask you to:



All children will be required to register with full name and accommodation number to participate in the Euri Club activities. This will allow us to contact their parents/tutors faster in case of an emergency.



Register online in advance to participate in the activities. This will allow us to control the maximum capacity and open more groups/sessions if necessary.



Please, wait to be seated in night shows, in order to make sure your table and chairs have been disinfected.

Swimming Pools

We are committed to:



The correct and constant cleaning and sanitation of the facilities.
All sun-loungers will be disinfected after each use.



Provide alcohol-based hand sanitizer at the entrance of the facility.



Reduce and monitor the maximum capacity of the facility in order to ensure social distancing.

We ask you to:



Always follow the specific rules and regulations for the swimming pool areas, as well as any advice coming from the lifeguards or the access staff.



Not to access the swimming pool area with floats, rubber rings, balls or toys of any kind.



Not to leave towels or any other unattended objects on sun-loungers. The Management authorizes our staff to remove them to encourage the rotation of guests.